AMENDMENTS TO THE CLAIMS

1.-21. (Cancelled)

22. (Currently Amended) A method of analyzing resources and events of a <u>computing</u> <u>environment</u> ~~first computer~~ comprising:

> (a) storing in a first database located within <u>a</u> ~~the~~ first computer a first dataset describing the resource and event characteristics of the first computer at a first moment in time;

> (b) storing in the first database a second dataset describing the resource and event characteristics of the first computer at a second moment in time;

> (c) comparing<u>, by an agent of the first computer system,</u> the first dataset and the second dataset in order to determine whether the differences indicate the occurrence of an exceptional event; and

> (d) ~~if~~ <u>when</u> an exceptional event has occurred, initiating <u>by the agent of the first</u> <u>computer system</u> an exception handling routine <u>comprising:</u>

>> i. <u>establishing communication with an agent executing on a second</u> <u>computer, the established communication occurring in a peer-to-peer</u> <u>fashion;</u>

>> ii. <u>querying the second agent to determine if a substantially similar</u> <u>exceptional event occurred at the second computer; and</u>

>> iii. <u>receiving a response from the agent of the second computer, the response</u> <u>comprising information related to the substantially similar exceptional</u> <u>event.</u>

23. (Cancelled)

24. (Currently Amended) The method of claim 22 wherein initiating an exception handling routine ~~further~~ comprises notifying a human user of the exceptional event <u>at the first computer</u>.

25. (Currently Amended) The method of claim 22~~3~~ ~~wherein the second computer~~ <u>further</u> compring~~ses~~ <u>notifying</u> a server <u>of the occurrence of an exceptional event at the first computer</u>.

26. (Cancelled)

27. (Currently Amended) The method of claim 22<u>6</u>, further comprising ~~the step: (f) the second computer~~ stor<u>ing</u>~~es the~~ <u>a</u> notification of the exceptional event in a second database.

28. (Currently Amended) The method of claim 22<u>7</u>, further comprising ~~the step: (g) the second computer~~ stor<u>ing</u>~~es~~ the response in the <u>first</u> ~~second~~ database.

29. (Cancelled)

30. (Cancelled)

31. (Cancelled)

32. (Cancelled)

33. (New) The method of claim 27 wherein the storing comprises, storing the notification of the exceptional event in the second database, the second database being located at the second computer.

34. (New) The method of claim 22 wherein receiving a response from the agent of the second computer comprises, receiving instructions from the second computer, the instructions comprising an action to be taken by the first computer in response the exceptional event.

35. (New) The method of claim 28 further comprising storing the response in the a second database, the second database being located at a server.

36. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one process executing on the first computer.

37. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one system resource executing on the first computer.

38. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one application event occurring on the first computer.

39. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one end-user action executed on the first computer.

40. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one operating system event occurring on the first computer.

41. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one shared network system in communication with the first computer.

42. (New) The method of claim 22 wherein the resources and event characteristics of the first computing device comprise at least one shared network resource in communication with the first computer.

43. (New) The method of claim 22 further comprising:

    iv. establishing communication with an agent executing on a third computer, the established communication occurring in a peer-to-peer fashion between the second computer and the third computer;

    v. querying the third agent to determine if a substantially similar exceptional event occurred at the third computer; and

vi. receiving a response from the agent of the third computer, the response comprising information related to the substantially similar exceptional event.

44. (New) The method of claim 43 wherein the receiving a response from the agent of second computer comprises receiving a response from the agent of the second computer wherein the response comprises the response from the agent of the third computer.

45. (New) The method of claim 22 receiving a response from the agent of the second computer comprises, receiving a response after the agent of the second computer compares a first dataset and a second data set stored in a database of the second computer to determine whether the exceptional event occurred at the second computer.

46. (New) The method of claim 22 wherein receiving a response from the agent of the second computer comprises, receiving a response from a server storing an aggregation of exceptional events from a plurality of agents each executing on a respective computer.

47. (New) A system for analyzing resources and events of a computing environment, the system comprising:

a first computer comprising a first database that stores a plurality of datasets that described resource and event characteristics of the first computer at respective moments in time; and

an agent in communication with the first computer, the agent comparing at least two respective datasets of the database to determine whether the differences between the datasets indicate the occurrence of an exceptional event and initiating an exception handling routine when the difference indicate an exceptional event occurred, the exception handling routine comprising:

establishing peer-to-peer communication with an agent executing on a second computer;

querying the second agent to determine if a substantially similar exceptional event occurred at the second computer; and

receiving a response from the agent of the second computer, the response comprising information related to the substantially similar exceptional event.

48. (New) The system of claim 47 wherein the exception handling routine further comprises notifying a human user of the exceptional event.

49. (New) The system of claim 47 wherein the exception handling routine further comprises notifying a server of the exceptional event.

50. (New) The system of claim 47 wherein the first database stores the occurrence of the exceptional event therein.

51. (New) The system of claim 47 wherein the first database stores the response therein.

52. (New) The system of claim 47 wherein the agent transmits the occurrence of the exceptional event to the second computer and wherein the second computer stores the exceptional event in a second database associated with the second computer.

53. (New) The system of claim 52 wherein the second computer is a server.

54. (New) The system of claim 47 wherein the response comprises instructions to execute in response to the occurrence of the exceptional event.

55. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one process executing on the first computer.

56. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one system resource executing on the first computer.

57. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one application event occurring on the first computer.

58. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one end-user action executed on the first computer.

59. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one operating system event occurring on the first computer.

60. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one shared network system in communication with the first computer.

61. (New) The system of claim 47 wherein the resources and event characteristics of the first computing device comprise at least one shared network resource in communication with the first computer.

62. (New) The system of claim 47 wherein the exception handling routine further comprises:

> establishing communication with an agent executing on a third computer, the established communication occurring in a peer-to-peer fashion between the second computer and the third computer;

> querying the third agent to determine if a substantially similar exceptional event occurred at the third computer; and

> receiving a response from the agent of the third computer, the response comprising information related to the substantially similar exceptional event.

63. (New) The system of claim 62 wherein the response received from the second computer comprises the response from the third computer.

64. (New) The system of claim 47 wherein the agent of the second computer compares at least two respective datasets of a second database to determine whether the differences between the datasets indicate the occurrence of a substantially similar exceptional event.

65. (New) The system of claim 47 wherein the response received from the second computer comprises a response from a server storing an aggregation of exceptional events from a plurality of agents each executing on a respective computer.

66. (New) A system for analyzing resources and events of a computing environment, the system comprising:

   (a) means for storing in a first database located within a the first computer a first dataset describing the resource and event characteristics of the first computer at a first moment in time;

   (b) means for storing in the first database a second dataset describing the resource and event characteristics of the first computer at a second moment in time;

   (c) means for comparing, the first dataset and the second dataset in order to determine whether the differences indicate the occurrence of an exceptional event; and

   (d) when an exceptional event has occurred, initiating means for executing an exception handling routine, the routine comprising:

      i. establishing communication with an agent executing on a second computer, the established communication occurring in a peer-to-peer fashion;

      ii. querying the second agent to determine if a substantially similar exceptional event occurred at the second computer; and

      iii. receiving a response from the agent of the second computer, the response comprising information related to the substantially similar exceptional event.

67. (New) The system of claim 66 wherein the exception handling routine further comprises notifying a human user of the exceptional event at the first computer.

68. (New) The system of claim 66 wherein the exception handling routine further comprises notifying a server of the occurrence of an exceptional event at the first computer.

69. (New) The system of claim 66 further comprising means for storing the notification of the exceptional event in a second database.

70. (New) The system of claim 66 further comprising means for storing the response in the first database.

71. (New) The system of claim 66 further comprising means for storing the notification of the exceptional event in the second database, the second database being located at the second computer.

72. (New) The system of claim 66 wherein the instructions received from the second computer comprise an action to be taken by the first computer in response the exceptional event.

73. (New) The system of claim 66 further comprising means for storing the response in the a second database, the second database being located at a server.

74. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one process executing on the first computer.

75. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one system resource executing on the first computer.

76. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one application event occurring on the first computer.

77. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one end-user action executed on the first computer.

78. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one operating system event occurring on the first computer.

79. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one shared network system in communication with the first computer.

80. (New) The system of claim 66 wherein the resources and event characteristics of the first computing device comprise at least one shared network resource in communication with the first computer.

81. (New) The system of claim 66 wherein the exception handling routine further comprises:

> iv. establishing communication with an agent executing on a third computer, the established communication occurring in a peer-to-peer fashion between the second computer and the third computer;

> v. querying the third agent to determine if a substantially similar exceptional event occurred at the third computer; and

> vi. receiving a response from the agent of the third computer, the response comprising information related to the substantially similar exceptional event.

82. (New) The system of claim 81 wherein the receiving a response from the agent of second computer comprises receiving a response from the agent of the second computer wherein the response comprises the response from the agent of the third computer.

83. (New) The system of claim 66 receiving a response from the agent of the second computer comprises, receiving a response after the agent of the second computer compares a first dataset and a second data set stored in a database of the second computer to determine whether the exceptional event occurred at the second computer.

84. (New) The system of claim 66 wherein receiving a response from the agent of the second computer comprises, receiving a response from a server storing an aggregation of exceptional events from a plurality of agents each executing on a respective computer.